

In Place of FORM PTO-1449 (Modified)

Serial No. _____

Applicant: Brown et al.

Filing Date: _____

Group: _____

Atty. Docket No. AUS920010948US1LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

Reference Designation			<u>U. S. PATENT DOCUMENTS</u>			
Examiner Initial	Document Number	Date	Name	Class	Sub- class	Filing Date if Appropriate
<u>QN</u> AA	US 4,953,204	08/28/90	Multilocation Queuing for Telephone Calls	379	266.05	10/17/89
<u>QN</u> AB	US 5,311,574	05/10/94	Automatic Customer Call Back for Automatic Call Distribution Systems	379	266 209.01	10/23/91
<u>QN</u> AC	US 5,444,774	08/22/95	Interactive Queuing System for Call Centers	379	266.01	01/03/95
<u>QN</u> AD	US 5,572,587	11/05/96	Telephone System and Method for Easing Wait Time in Queue	379	266 393	03/08/95
<u>QN</u> AE	US 5,864,617	01/26/99	Call Queuing and Distribution	379	266.07	08/13/96
<u>QN</u> AF	US 5,867,572	02/02/99	Customer Queuing Arrangement	379	266.06	02/20/96
<u>QN</u> AG	US 5,903,642	05/11/99	Method for Eliminating Telephone Hold Time	379	309-	09/24/97
<u>QN</u> AH	US 5,905,793	05/18/99	Waiting-Call Selection Based on Anticipated Wait Times	379	266.06	03/07/97
<u>QN</u> AI	US 5,978,467	11/02/99	Method and Apparatus for Enabling Interaction Between Callers with Calls Positioned in a Queue	379	266.01	04/11/97
<u>QN</u> AJ	US 6,049,603	04/11/00	Method for Eliminating Telephone Hold Time	379	309	02/02/99
<u>QN</u> AK	US 6,236,722 B1	05/22/01	Method and System for Using TCAP Signaling for Improved Call Setup From a Virtual Switching Point	379	230	05/01/98
<u>QN</u> AL	US 6,263,066 B1	07/17/01	Multimedia Managing and Prioritized Queuing System Integrated with Intelligent Routing Capability	379	266.06	06/11/98

FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class	Sub- class	Filing Date if Appropriate
<u>QN</u> BA	JP2000278413A	10/06/00	Japan	H04M3	48	
<u>QN</u> BB	JP3140089A	04/24/91	Japan	H04M3	50	

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Examiner

Initial

<u>QN</u>	CA	YOR920010179		
<u>QN</u>	CB	4/13 INSPEC - (C) INSPEC AN: 5375878	✓	
<u>QN</u>	CC	6/13 INSPEC - (C) INSPEC AN: 5048708	✓	
<u>QN</u>	CD	U.S. Patent Application No. _____	/	(Attorney Docket No. AUS 920010944US1)
<u>QN</u>	CE	U.S. Patent Application No. _____	/	(Attorney Docket No. AUS 920010945US1)
<u>QN</u>	CF	U.S. Patent Application No. _____	/	(Attorney Docket No. AUS 920010946US1)
<u>QN</u>	CG	U.S. Patent Application No. _____	/	(Attorney Docket No. AUS 920010947US1)

Examiner:

Ruyth Nguyen

Date Considered:

5/12/04

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



In Place of FORM PTO-1449 (Modified)

Serial No. 10/005,828

LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

Applicant: Michael W. Brown, et al.

Filing Date: 12/3/2001

Group: 2643

Atty. Docket No. AUS920010948S1

Reference Designation

U. S. PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Name	Class	Subclass	Filing Date if Appropriate
<u>QIN</u>	AA 5,875,231	2/23/1999	Farfan et al.	<u>379</u>	<u>67.1</u>	
	AB					

FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class	Subclass	Translation Yes No

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Examiner
Initial

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Technology Center 2600

Examiner:

Duyph Nguyen

Date Considered:

5/12/04

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.